Learning Objectives

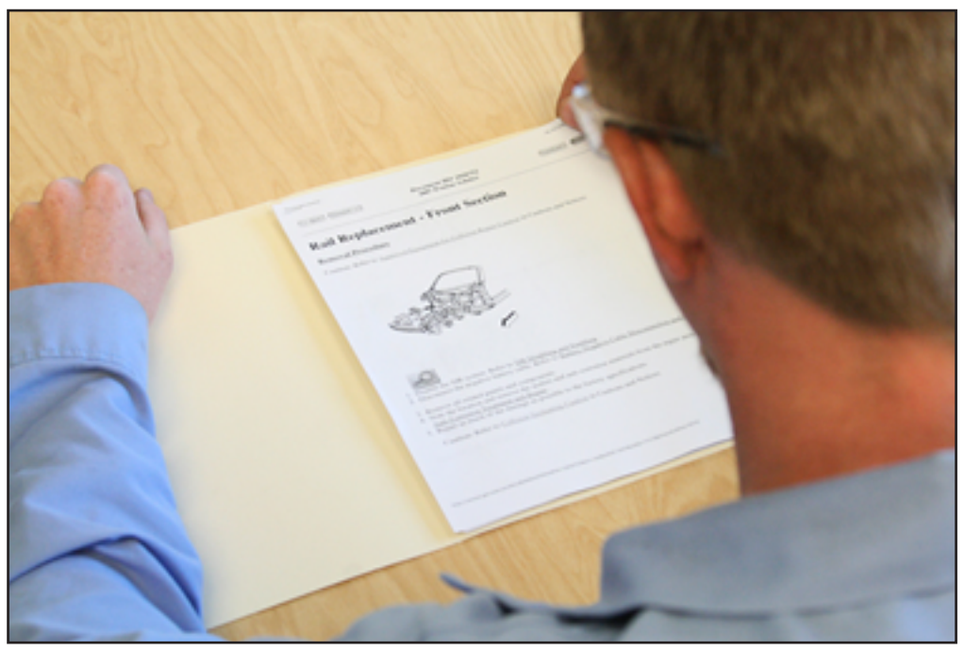
The learning objectives for this module include:

- **explaining obligations to the customer.**
- **understanding the types of liabilities involved in vehicle repairs.**

Obligations To Customer

- Recommended or tested procedures
- Quality replacement parts and materials
- Written and agreed upon repair processes

Reduce Liability

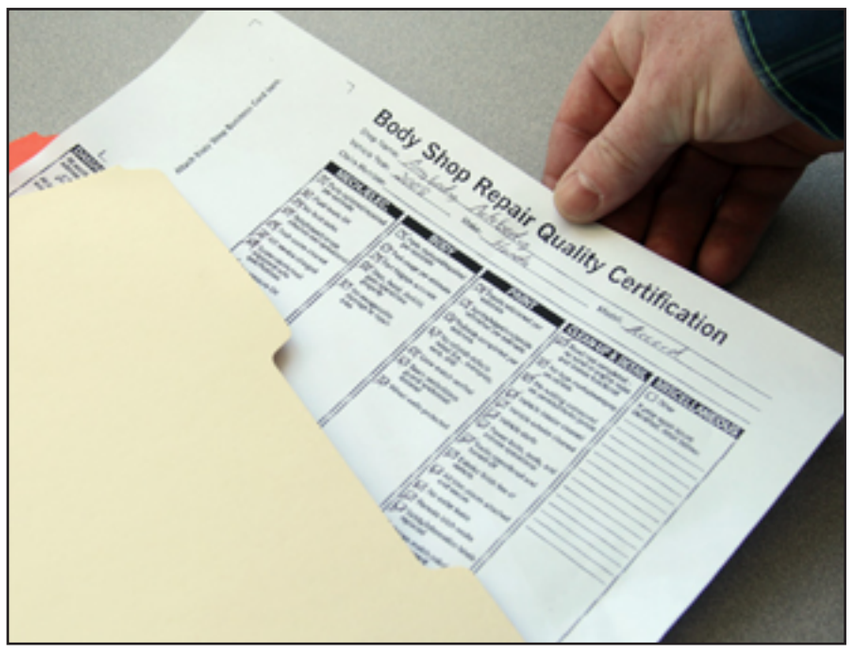


- Perform repairs thoroughly, correctly, and as listed in damage report
- Document repairs
- Follow proper procedures

Liability Exposure

- Use recommended or tested procedures
- Use quality replacement parts and materials
- Keep thorough records

Record Keeping



- Legible notes
- Verify repairs
- Signed waiver
- Computer, scan tool, or OEM printouts
- Keep receipts for sublet work

Video: Topics Off Limits